

## 1220.5 Recovery Procedure - ASTRO

The majority of correspondence from annuitants concerning overpayments incurred under the Railroad Retirement Act (RRA) is received through the RRA lockbox. However, it is still possible for field offices to receive such correspondence.

The Automated System to Recover Overpayments (ASTRO) procedure contained herein is a means of protecting an annuitant from unnecessary annuity suspension when a refund of an overpayment or the selection of an alternate method of recovery is received in the field office.

### 1220.10 Full Withholding

When the annuitant selects full withholding as the overpayment recovery method field, he must complete the Form G-421 PC provided with the overpayment letter.

- A. ASTRO Case - Enter the annuitant's selection in the space provided on the appropriate ASTRO screen as well as the date the annuitant's selection was made. Press ENTER. Forward the correspondence received to BFO-DRD.
- B. Non-ASTRO Case - Call or release an email message to the OP unit the case is charged to and forward the correspondence to that unit.

### 1220.15 Cash Refund

Cash refunds are refunds made by currency, check or money order. When an annuitant wishes to make a cash refund encourage him to do so by check or money order payable to the U.S. Railroad Retirement Board. If the check or money order is made out to the Treasurer of the U.S., it is acceptable. Currency may be accepted, but must be converted as quickly as possible to a postal money order, cashier's check or other order for money. Currency should NOT be sent to the RRA lockbox because the bank charges a special fee to process cash and because of problems inherent in sending cash through the mail. An RRB employee's personal check should not be submitted. Be sure the RRB claim number is on the check or money order.

All cash refunds are to be forwarded to the RRA lockbox. The lockbox address is Railroad Retirement Board, Retirement Survivor Debt Collections, P.O. Box 979018, St. Louis, MO 63197-9000. For pre-addressed envelopes, order stock number 040400.

For correct accounting, it is important that the remittance be identified by payor/claim number and billing document ID number. This should be done one of two ways. You may:

- 1. Enclose a copy of the overpayment notice; or
- 2. Enclose Form G-23 Lockbox Identification Slip.

It is important that the remittance be properly identified. See [Appendix A](#) for identifying, preparing and releasing cash refunds to the lockbox.

- A. ASTRO Case - Enter the annuitant's selection in the space provided on the appropriate ASTRO screen as well as the date the annuitant's selection was made. Press ENTER.
- B. Non-ASTRO Case - Call or release an email message to the unit the case is charged to and forward the correspondence to that unit.

NOTE: Use Form G-27 to acknowledge receipt of a refund of an overpayment only when a receipt is requested by the remitter. In most cases, the remitter should accept your explanation that the cancelled check serves as receipt.

## 1220.20 Partial Withholding

Effective with overpayment letters released on or after August 1, 1994, if partial withholding is an allowable recovery method, no response from the annuitant is necessary. ASTRO will automatically default to partial withholding to initiate overpayment recovery.

## 1220.25 Actuarial Adjustment

When an annuitant selects actuarial adjustment as the method of recovery, he must complete the Form G-421 PC provided with the overpayment letter. If an annuitant claims hardship and was not offered actuarial adjustment, a reconsideration can be made. In this case, call the unit the case is charged to.

- A. ASTRO Case - Enter the annuitant's selection in the space provided on the appropriate ASTRO screen as well as the date the annuitant's selection was made. Press ENTER. Forward the correspondence received to BFO-DRD.
- B. Non-ASTRO Case - Call or release an email to the unit the case is charged to and forward the correspondence to that unit.

## 1220.30 Credit Card

When an annuitant selects credit card as the recovery method, he must complete the Form G-421 PC provided with the overpayment letter. He also must provide credit card information on the Form G-421f PC that was enclosed in the overpayment letter.

Review the Form G-421f PC for completion. If any items were omitted, secure that information before sending to BFO-DRD. Forward the Form G-421 PC and the Form G-421f in a plain white envelope addressed to "BFO-DRD-ATTN: Rita Porter-Woodson". The field office should **NOT IMAGE FORM G-421f**.

Upon receipt, BFO-DRD will secure authorization of the credit card charge. In the event that authorization is not secured, BFO-DRD will notify the annuitant that authorization was not secured and request repayment by cash refund or withholding from the annuity, if current entitlement exists. After DRD processes the credit card information, the form will be destroyed. No imaged copy will be retained.

- A. ASTRO Case - Enter the annuitant's selection in the space provided on the appropriate ASTRO screen as well as the date the annuitant's selection was made. Press ENTER.
- B. Non-ASTRO Case - Call or release an email to the unit the case is charged to.

### **1220.35 Pay On-line at [WWW.RRB.GOV](http://WWW.RRB.GOV)**

An annuitant can now pay a debt on line with a major credit card or direct debit from their bank account by going to [WWW.RRB.GOV](http://WWW.RRB.GOV) and selecting Benefit Online Services.

Customers will be redirected to the RRA debt collection online form on the [pay.gov](http://pay.gov) website. Customers having trouble using Pay.gov should call Pay.gov customer support at **800-624-1373 (toll free, Option #1)**

[Pay.Gov](http://Pay.Gov) was launched by the Department of the Treasury's Financial Management Service (FMS) in October, 2000, to process collections electronically using internet technologies. Pay.gov satisfies agencies and consumers demand for electronic alternatives by providing the ability to complete forms, make payments and submit queries 24 hours a day electronically. It is accessible from any computer with internet access.

